

**Commonwealth of Virginia  
State Board of Social Services**

**Department of Social Services  
Central Regional Office  
1604 Santa Rosa Road  
Richmond, Virginia 23229**

**October 15, 2014**

**Attending:** Mr. Willie Greene, Sr. (Chair), Mr. William Henderson (Vice Chair), Ms. Josie Webster (Secretary), Ms. Lou, Ali, Ms. Sheila Coppage, Mr. Darrell Jordan, Jr., Dr. Jack Knapp, Mr. Clyde Santana, Mr. Kent Willis

**Absent:** Dr. Danny Avula, Ms. Mona Malik

**Also in Attendance:** Ms. Margaret Ross Schultze (Commissioner), Mr. Allen Wilson (Sr. Assistant Attorney General)

**Meeting called to order at 9:01 am** – Mr. Willie Greene, Sr.

**Welcome and Introductions** – Mr. Willie Greene, Sr.

Mr. Greene welcomed Board Members and introduced Ms. Coppage, as she missed the last meeting and is a new Board member, and also noted that Dr. Avula's absence was most likely due to the Ebola issue. Mr. Greene asked that action item number 7 be taken up first, which was agreed to by consensus.

**Review of the Agenda** – Ms. Karin Clark, Regulatory Coordinator

**Comments from the Commissioner** – Margaret Ross Schultze

1. Executive Order 21- Champions for Virginia's Children  
Commissioner Schultze noted that the Children's Cabinet will develop and implement a comprehensive policy agenda related to the education, health, safety and well-being of youth throughout the Commonwealth. It is also to provide leadership, strategic direction and facilitate the sharing of information. The Children's Cabinet meets monthly and is chaired by Secretary Hazel and Secretary Holton. Membership also includes the Lt. Governor Northam, Secretaries Jones, Moran and Jackson, and First Lady McAuliffe. Later in October, Commissioner Schultze will meet with the Children's Cabinet to discuss activities that relate to the Three Branch Institute and Child Care, and speak with the Department of Juvenile Justice Director in regards to foster children committed to DJJ.

2. Executive Order 21 – Establishing the Commonwealth Council on Childhood Success (CCCS)  
Commissioner Schultze indicated that this order will provide for a comprehensive, statewide assessment of current programs, services and local state and federal public resources that serve Virginia’s children ages 0 to 8. The CCCS is chaired by Lt. Governor Northam, the first meeting was held on October 6, 2014. The Lt. Governor envisions three workgroups to carry out the mission of the CCCS:
  - a.) Kindergarten Readiness
  - b.) Health and Well Being
  - c.) Child Care

In the last Board meeting, there was discussion on the Governor’s Enterprise Strategic Priorities. Governor McAuliffe, Secretary Hazel and Commissioner Schultze reviewed the priorities and developed an Executive Agreement which will be signed on November 14, 2014, and a copy will be provided.

3. Primary Agency Initiatives

- a.) Eligibility Modernization –  
It has been one year since the launching of VaCMS with Medicaid and MAGI rules. Since the launch, there have been 400,000 Medicaid applications received; 93% have been fully adjudicated. The Department is currently processing Medicaid renewals and preparing for HealthCare.gov open enrollment on November 15. To assist with the expected increased caseload, the Department of Medical Assistance established a central processing unit which will handle telephone and online applications that are “Medicaid only”. The Commissioner is very appreciative of the team work and dedication on this project and of local departments of social services for being patient.
- b.) Permanency and Well-Being for Children in Foster Care –  
November is Adoption Awareness Month. In collaboration with the Governor’s Office, Secretary’s Office, the Executive Mansion and Adoption Champion Debbie Johnston, DSS is planning a celebration for adoptive families in November at the Executive Mansion. There are currently 822 foster children eligible for adoption. Approximately 20% of these youth are in pre-adoptive placements. She noted that, since Virginia now recognizes same-sex marriages, such couples can now provide foster care or adopt under Code of Virginia [§ 63.2-1225](#).
- c.) Child Support –  
Craig Burshem, Director of Child Support Enforcement, provided a briefing at the last Board meeting. Since then, the Washington Post published an article which noted a seismic shift going on in Virginia whereby parents who owe child support are treated as more than just

deadbeats. Commissioner Schultze will forward the article to members following the meeting.

The new Northern Virginia office which combines the Fairfax and Arlington offices should be completed by December 13.

d.) **Legislative Proposals and Budget Requests –**

The Department is in the process of finalizing legislative proposals and working on budget proposals for the 2015 session, while addressing budget reductions that should occur this fiscal year. Once the legislative proposals are approved, the Commissioner will share the information.

Plans for the next few Board meetings are to have Division Directors join the meetings to provide overviews of their divisions as well as their roles and responsibilities.

**VDSS Administration – J.R. Simpson, Chief Deputy Commissioner**

Commissioner Schultze introduced Mr. Simpson and gave a short bio about him and about the team he works with. Mr. Simpson welcomed the Board and thanked everyone for being there. Mr. Simpson emphasized the guiding principles under which his areas operate. He briefly explained each of the operational areas under his supervision, which include: finance, general services, emergency management, human resources, information security, information systems, and research and planning.

**VDSS Budget Overview – Michal Gump, Chief Financial Officer**

Mr. Gump introduced himself and gave a short bio. He explained that DSS operates one of the most complex financial environments in state government. He explained the six major finance functions of his division: general accounting, financial compliance, funds control, federal grant reporting, cost accounting and payroll. Mr. Gump also discussed financial systems, local review teams, the DSS budget of \$2.1B and expenditures.

**VDSS Human Resources Overview – Nancy Flanagan, Director of Human Resources**

Ms. Flanagan introduced herself and gave a bio. The Division of Human Resources (HR) is very complex because, by law, they have to operate two separate systems. There are separate policies, separate systems and separate sets of staff for state employees and for local employees. She presented DSS state workforce demographics as of June 30, 2014: there were 1,625 classified employees, 54 wage employees, the average age of workers is about 50 years old, 83% of the workforce is female, 53% are non-minority and 6% are veterans. Ms. Flanagan compared DSS with the Commonwealth relative to

budget and staffing ratios, most notably that the HR staff to employee ratio at DSS is 1 -216 (state and local), compared to 1-63 for the Commonwealth.

**Local HR Program** – Lori Schamerhorn, Associate Director

Ms. Schamerhorn welcomed and thanked everyone and gave a bio on herself. As of September 30, 2014, there were 8,403 filled positions in local department of social services, 5,619 direct workers and 2,784 indirect workers (Dir's, Mgr's, Sup, Admin, etc.). After working with workforce data last year, HR found the statewide turnover rate for local departments to be 16%, whereas for nationwide state and local government workers for 2012, was 16.4%. DSS HR provides the structure and services for local departments that do not have fully functioning HR's in their localities. Ms. Schamerhorn reviewed federal and state requirements for a merit system of personnel administration. There are two HR-related state regulations, § 22 VAC 40-670, Degree Requirements for Family Services Occupational Group and § 22 VAC 40-675, Personnel Policies for Local Departments of Social Services. Ms. Schamerhorn briefly addressed the role of the State Board relative to HR policies regulations, and deviation requests.

Nancy Flanagan's closing –

New fiscal year priorities for DSS HR include: succession planning for the local directors; continued participation in the recruitment of veterans; process improvements; revamping the recruitment plan; and project planning by replacing the position and performance systems. HR joins the rest of the agency in the commitment to support the Commissioner's top three initiatives.

**COMMENT PERIOD**

**\*\*NOTE- Josie Webster**

*Ms. Webster spoke to the Board in the last meeting in reference to action item 6 (22VAC40-661, Child Care Program – Final) and wanted to make it clear she is employed as Executive Director of VCPE and will not be participating in any discussion around VCPE's speaker or speaking to the related action item later in the agenda due to conflict of interest.*

**Suzanne Gregory – VCPE**

Ms. Gregory provided background on herself and VCPE. Ms. Gregory's comment is in relation to action item 6 (22VAC40-661-10, Child Care Program-Final) relative to the definitions designating the difference between level one and level two care providers. Ms. Gregory asked that Board again consider amending the Level Two definition language pursuant to §22.1-19.

**Joseph L. Fields, Jr. – SERCAP**

Mr. Fields gave some history about SERCAP which is a program that trains TANF recipients to become licensed water and wastewater operators. The program provides classes through the Virginia Western

Community College and Mountain Empire Community College, which offer the program certification online. Mr. Fields thanked the VA Department of Social Service for giving them the opportunity to create this program.

#### **Comment from the Local Boards and Directors of Social Services**

Shel Douglas – Director of Prince George Social Services

Ms. Douglas' agency is staffed at 47% capacity of what they need to serve the citizens of Prince George County. She has 22 ½ FTE positions and they need 48. Most staff is working beyond 40 hours a week to keep their heads afloat; Ms. Douglas feels a concern for the physical and mental state of her staff. One vacancy in the agency sends them to a point of crisis in their operation. Staff is committed to serving the citizens of Prince George but they are struggling. Ms. Douglas invited the Board to hold one of the 2015 meetings at the Prince George Department of Social Services. She also invited Board to attend a grand re-opening of their building on November 4, 2014, at 11am.

Ann Mitchell – Director of King William Social Services

Ms. Mitchell stated that her staff is stressed with high caseloads and the unpredictable performance of the VaCMS system, in the morning it works well and after lunch it slows down. There are two workers retiring by the end of the year and they have confirmed that VaCMS is one of the factors in the decision to retire. The agency is struggling and would appreciate any help to make the workload lighter. Three years ago when Ms. Mitchell checked numbers, they had 15 full time staff and needed 4 more in the benefits area and 3 more in services.

#### **Comment from the Virginia League of Social Services Executives- Cathy Pemberton, President**

The League has some concerns with the VaCMS system in reference to the Governor's 10 point plan to increase health coverage in Virginia, which works out to about 220,000 additional medical cases coming to local departments. Ms. Pemberton spoke about VaCMS and suggested that no major changes be made before the weekend before Medicaid cutoff. She also suggested that some sort of alert or "red" screen be activated when the system is about to be shut down instead of the publication broadcasts, which, most of the times, are too late. Powhatan County and several other agencies are happy with the Department's initiative to work with the Casey Family Foundation, which will give them an opportunity to improve family engagement and partnership

#### **Comment from the Virginia Community Action Partnership – Jim Schuyler, Director**

Mr. Schuyler has been in contact with Paul Oswell, Central Region Director, about ways community action agencies and local departments in the Central Region can collaborate. VACAP has been granted a new two-year regional training and assistance grant from the federal Office of Community Services.

VACAP has administered this grant for the past three years and has passed the mantle of leadership to the Community Action Association of Pennsylvania. VACAP will collaborate with the state on planning for implementation of new federal organizational standards under the grant. One major challenge with implementation will be multiple data systems statewide. Training will be provided at the next VACAP membership meeting on organizational risk assessment and community needs assessments, which are two critical areas in order to meet the new organizational standards. Another area funded by this training grant is to assist peer review teams who visit a small number of agencies that request assistance in fiscal management, board development and board governance. Mr. Schuyler noted his appreciation for the quarterly meetings between VACAP leadership and Commissioner Schultze, and shared observations from the recent Data Analytics Conference. He concluded by offering to host a State Board meeting at the VACAP office.

### **Regulatory Update – Karin Clark, Regulatory Coordinator**

#### **ACTION ITEMS**

**1. Approve August 2014 Minutes**

***On Motion Duly Made,*** (Mr. Henderson), second (Mr. Santana), motion approved with all in favor.

**2. Approve 2015 Meeting Schedule**

***On Motion Duly Made,*** (Mr. Jordan), second (Dr. Knapp), motion approved with all in favor.

A Board member inquired about the schedule showing two-day meetings, when meetings have been one-day meetings as of late. Commissioner Schultze responded that members are asked to block two days, in the event that the extra time is needed. *Dr. Knapp may not be attending the April 2015 meeting.*

**3. Administrative/Human Resources Manual for LDSS – Chapter 2, Classification & Compensation**

***On Motion Duly Made,*** (Dr. Knapp), second (Mr. Henderson), motion approved with all in favor.

**4. State Classification and Compensation Plans for Local Departments of Social Services – Revision to Include Social Services Attorney**

***On Motion Duly Made,*** (Ms. Webster), second (Dr. Knapp), motion approved with all in favor.

**5. 22VAC40-325, Fraud Reduction/Elimination Effort – Notice of Intended Regulatory Action**

***On Motion Duly Made,*** (Mr. Jordan), second (Dr. Knapp), motion approved with all in favor.

**6. 22VAC40-661, Child Care Program – Final**

Mr. Greene observed that there was substantial discussion on this action item during the last Board meeting and asked Mr. Wilson to speak to the proper protocol for moving forward with the action. At the last meeting, it was moved and seconded to approve the regulation as

presented. There was discussion about amending the regulation, but there was no proper motion or a second. The Board agreed to table the action. Mr. Wilson noted that the matter currently before the Board was the August 2014 motion Dr. Knapp made to approve the regulation as presented to the Board.

**On Motion Duly Made**, (Mr. Henderson), second (Mr. Jordon), moved to take the action off of the table. Motion approved with one abstention (Ms. Webster). Dr. Knapp then withdrew his August 2014 motion to approve the regulation as presented.

**On Motion Duly Made**, (Dr. Knapp), second (Mr. Henderson), moved to amend the definition of “level two provider” in 22VAC40- 661-10. Motion failed, with four opposed (Mr. Willis, Mr. Santana, Mr. Greene, Ms. Coppage), three in favor (Dr. Knapp, Mr. Henderson, Mr. Jordan) and one abstention (Ms. Webster).

**On Motion Duly Made**, (Dr. Knapp), second (Mr. Willis), moved to approve the regulation as presented. Motion approved with one abstention (Ms. Weber) and one member not voting (Mr. Jordan).

**7. Resolution to Recognize February 2015 as Benefit Specialist Appreciation Month**

**On Motion Duly Made**, (Dr. Knapp), second (Mr. Santana), motion approved with all in favor. Ms. Webster read the resolution and Mr. Greene and Commissioner Schultze presented the resolution to Ms. Douglas.

**8. 22VAC40-400, Funding Limitations for the Refugee Resettlement Program, Periodic Review**

**On Motion Duly Made**, (Mr. Santana), second (Mr. Willis), motion approved with all in favor. The regulation will be retained with no change.

**9. 22VAC40-211, Resource , Foster and Adoptive Family Home Approval Standards – Proposed**

**On Motion Duly Made**, (Mr. Jordan), second (Mr. Henderson), motion approved with all in favor.

**Report from Bylaws Committee – Josie Webster, Chair**

After reviewing the bylaws, the committee recommended keeping the bylaws with no revisions.

**Child Fatality Committee – Mr. Henderson**

The purpose of the committee was to gain understanding of the child deaths reported to Child Protective Services in order to prevent future deaths, especially in those cases where the family had some prior contact with the child welfare system. The Committee served in an advisory role to the State Board of Social Services and was established in 2011 with the primary goal of the development of five regional fatality review teams, which are now in place and functioning. Given the achievement of the



primary goal and the current circumstances and opportunities, staff believes that it is important to engage the whole State Board of Social Services. Mr. Henderson recommended the following:

- . Dissolve the Committee
- . Request staff present semi-annually to the full Board
- . Request VDSS and the Office of the Chief Medical Examiner continue to work with regional teams
- . Request VDSS staff present the on-going work and results of the summit on “Improving Safety and Preventing Child Fatalities”
- . Request that a representative from the federal Commission to Eliminate Child Abuse and Neglect Fatalities attend a future Board meeting to present Commission findings and recommendations.
- . Encourage individual Board members’ participation in their respective regional teams and request a report during the Board members “Comments” section for the agenda

In closing, Mr. Henderson thanked Rita Katzman for everything she did. Commissioner Schultze clarified that the Board would receive comprehensive presentations twice a year at a minimum, but that important information will be provided as needed. Chairman Greene accepted the recommendation to dissolve the committee and to move forward with the other recommendations.

#### **Board Member Comments**

Mr. Willis stated this is his second full Board meeting and he has learned a lot, including that there is still a lot to learn. He also enjoyed the long conversation on administration, as it helped him to understand the foundation of what the Board is doing.

Mr. Santana enjoyed learning more about his responsibility as a Board member.

Dr. Knapp thanked Mr. Henderson for being the chair of the Child Fatality Committee and thanked Ms. Katzman for the reports. He appreciates the fine work she and the team do and commended them for taking on this task. He also asked the Commissioner about the VaCMS concerns, to which she replied that the Department is working on it, especially with open enrollment starting soon. Dr. Knapp’s last comment was that he is glad the Board can discuss topics such as action item # 6 and appreciated the fact they can always agree to disagree, agreeably.

Mr. Henderson reviewed the other Virginia Board websites and asked that the newer members send in their bios and pictures. He spoke on sexual predators and how they start with something simple as peeking in a window as teenagers and wind up in prison serving time because of committing a sexual crime on women or children. He referenced an opinion on mandated reporting of pregnant children ages 13 to 15 and stated it could be likely someone is committing a felony or being sexually abused. Commissioner Schultze stated that Congress recently passed a law about sex trafficking and the Department is currently analyzing how to implement this.



Ms. Webster said there is so much to learn at the Board setting and feels like she learned a lot. She quoted Dr. Knapp on his statement about agree to disagree agreeably. Ms. Webster appreciated being a part of this Board and the one day meetings. She feels the Board accomplishes a lot in one day.

Mr. Jordan echoed Dr. Knapp's comment about the debate and asked other Board members not to hesitate to speak up. The Prince William County local board of social services just transitioned to an advisory board and eliminated the director position. He is concerned with Healthy Virginia, since many local departments are not fully staffed and there are upcoming budget cuts. The Commissioner stated budget reductions were necessary but the local departments were not impacted this fiscal year, and she is aware of the under-staffing situation.

Ms. Copping is glad to be on the Board and said social work is very interesting to her and she never knew the full impact of social services. She can see how hard the job can be and her heart goes out to staff. She looks forward to making a difference any way she can.

#### **Chair's Comments**

Mr. Greene stated it had been a good meeting and echoed Dr. Knapp's quote. He is concerned about the under-staffing in the local departments and hopes something can be done to improve the situation. Mr. Greene spoke with the Commissioner about the staffing situation and understands DSS is cognizant. He noted that a number of acronyms were used during the presentations, to which Commissioner responded that a list of frequently used acronyms would be provided to members. Mr. Greene noted that meeting packets include a great deal of reading and advised members to read before the meeting. He thanked Ms. Katzman for the job she does on her reports and for the conference her team held. He also thanked the Central Region for having the Board. Mr. Greene asked members if they were receiving the media alerts from the Department and some responded they were not. Commissioner Schultze indicated the distribution list would be updated to include all members. The December State Board meeting will be held at Henrico Training Center.

#### **Meeting Adjourned at 4:37 pm**